
Performance Measures

Behavioral Healthcare, Developmental Disabilities and Hospitals

Central Management

Reportable Incidents

RI General Laws 40.1-27-2 and BHDDH Licensing Rules and Regulations state: “Any person who has knowledge of or reasonable cause to believe that a person has been a victim of abuse, neglect, mistreatment, a human rights violation, or a serious incident shall make a report, within 24 hours or before the end of the next business day, to the Office of Quality Assurance (QA).” The figures below represent the percent of reportable events, including unexplained deaths, of Home and Community Based Services (HCBS) participants that are reported based on state policy. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Target	--	--	86%	86%	95%
Actual	--	86%	93%	--	--

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Hospital & Community System Support

Internal Data Requests

On any given day, staff in the unit receive a variety of requests for data from staff throughout the department. Requests are submitted by email, or in person or over the phone. Having staff make requests through a data request form allows the unit to log, track and allocate the appropriate staff to respond thereby improving organization and efficiency. The figures below represent the number of internal data requests submitted via the data request form. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2021	2022	2023	2024	2025
Target	--	--	50	54	54
Actual	53	46	48	--	--

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Services for the Developmentally Disabled

Integrated Employment

The figures below represent the percent of individuals served by the Division of Developmental Disabilities that are in person-centered, community-based, integrated employment per specifications from the federal Department of Justice as outlined in the Consent Decree. [Note: FY 2023 and 2024 targets were based on cumulative employment rates, i.e. individuals employed at any point. The actual data reflects those currently employed during the reported year. This performance measure was established in FY 2024 and historical targets and actuals are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
Target	--	--	68%	69%	30%
Actual	--	--	24.8%	--	--

Residential Care Housing

The figures below represent the percent of individuals served by the Division of Developmental Disabilities that are living in settings other than 24-hour group homes based residential care. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

	<i>Frequency: Annual</i>		<i>Reporting Period: State Fiscal Year</i>		
	2021	2022	2023	2024	2025
Target	--	--	73%	75%	73%
Actual	71%	71%	71%	--	--

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Behavioral Healthcare Services

Emergency Department Diversion

The figures below represent the number of emergency department visits for Assertive Community Treatment (ACT) and Integrated Health Home (IHH) clients. [Note: The measurement method was revised in FY 2023 to use calendar year data. Due to a six-month lag in claims reporting, data from the previous fiscal year is not available by the time of budget book publication. Therefore, CY 2022 data is reported as the 2023 actual, CY 2021 data as the 2022 actual, etc.]

	<i>Reporting Period: Calendar Year</i>				
	2021	2022	2023	2024	2025
Target	--	--	8,775	8,700	9,500
Actual	9,240	9,605	9,721	--	--

Hospital Readmission

The figures below represent the number of psychiatric inpatient readmissions within 30 days for ACT and IHH clients. [Note: The measurement method was revised in FY 2023 to use calendar year data. Due to a six-month lag in claims reporting, data from the previous fiscal year is not available by the time of budget book publication. Therefore, CY 2022 data is reported as the 2023 actual, CY 2021 data as the 2022 actual, etc.]

	<i>Reporting Period: State Fiscal Year</i>				
	2021	2022	2023	2024	2025
Target	--	--	240	235	295
Actual	348	319	299	--	--

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Hospital & Community Rehabilitation Services

Direct Patient Care Staffing - Hospital & Community Rehab Services

Hospital and community rehabilitation programs provide 24-hour, 7-day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. The figures below represent the number of overtime hours worked across all direct care employees. [Note: This performance measure was established in FY 2023 and historical targets are not available.]

	<i>Reporting Period: State Fiscal Year</i>					
	<i>Frequency: Annual</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Target	--	--	--	158,600	150,700	93,796
Actual	151,978	161,207	115,797	--	--	--

Performance Measures

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Rhode Island State Psychiatric Hospital

Direct Patient Care Staffing - Psychiatric Hospital

The State Psychiatric Hospital provides 24-hour, 7-day a week care. BHDDH employees may work additional hours over and above their regular schedules to cover staff absences and vacancies and in instances when clients' safety requires clinical and/or one to one staffing. The figures below represent the number of overtime hours worked across all direct care employees. [Note: This performance measure was established in FY 2023 and historical targets and actuals are not available.]

Frequency: Annual

Reporting Period: State Fiscal Year

	2021	2022	2023	2024	2025
Target	--	--	--	--	20,483
Actual	--	--	18,966	--	--
